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S/N 09/577,658

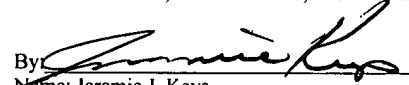
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen	Examiner:	Heck
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)

Title: **SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS
AND RELATED INFORMATION**

CERTIFICATE UNDER 37 CFR 1.8:
I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 16, 2004.

By: 
Name: Jeramie J. Keys

AFTER FINAL AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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GROUP 3600

Dear Sir:

This communication is responsive to the Office Action mailed on May 14, 2004.
Amendments to the claims begin on page 2. Remarks begin on page 6.